



Nevada Board for the Regulation of Liquefied Petroleum Gas
Post Office Box 338 • Carson City, Nevada 89702
Phone: (775) 687-4890 • Fax: (775) 687-3956
Web Site: www.lpg.nv.gov • lpgasbd@lpg.nv.gov

CONSUMER COMPLAINT PROCEDURE

1. JURISDICTION - To what agency should your complaint be directed:

If the complaint is specifically about the following matters, then this office has jurisdiction and you will be required to follow the procedures as outlined in sections 2, 3, and 4:

- A. Transportation of liquefied petroleum gas
- B. Safety of liquefied petroleum gas installations
- C. Safe use of liquefied petroleum gas
- D. Removal of leased tanks and/or related equipment
- E. Refunds for liquefied petroleum gas and/or leased tanks
- F. Disclosure of pricing information to the consumer

If the complaint is about instruments measuring the proper amount of gas then contact the Nevada Bureau of Weights and Measures:

Sparks (775) 688-1166
Elko (775) 738-8076
Las Vegas (702) 486-4690
Web site: http://agri.state.nv.us/Weights_measures.htm

If the complaint is about rates or cost in installations with systems of ten or more customers, or some pipeline systems, contact the Nevada Public Utilities Commission:

Carson City (775) 687-6001
Elko (775) 738-4914
Las Vegas (702) 486-2600
Web site: <http://www.puc.state.nv.us/>

2. CONSUMER COMPLAINT (Request for Mediation)

Contact the Board office via phone or email and submit your complaint or complete the Consumer Complaint (Request for Mediation) form and submit it to the Board office via fax or mail. The Board staff will contact the licensee listed in your complaint and attempt to mediate the complaint.

3. INFORMAL COMPLAINT (Request for Disciplinary Action)

If the Board staff fails to mediate your complaint to your satisfaction you can initiate the second step called an Informal Complaint (Request for Disciplinary Action) by completing the Informal Complaint (Request for Disciplinary Action) form and submitting it to the Board office. A copy

of the complaint will be sent to the licensee who will be given an opportunity to respond.

The Board staff will investigate the allegations set forth in the complaint and if their investigation produces insufficient evidence to verify these allegations they will notify both the licensee and you of this determination and the complaint will be dismissed.

If the investigation produces sufficient evidence to determine that a violation of statute or regulation can be sustained the legal counsel for the Board will become involved and will work with the parties to resolve the problem. If resolution is not obtained the legal counsel for the Board will prepare a Formal Complaint and Notice of Hearing against the licensee.

4. FORMAL COMPLAINT (Notice of Hearing)

If the Informal Complaint (Request for Disciplinary Action) fails to resolve the complaint the legal counsel for the Board will file a Formal Complaint and Notice of Hearing against the licensee with the Board. The licensee and the legal counsel for the Board will be given an opportunity to present their evidence and testimony to the Board at a public hearing. Upon hearing all of the testimony and evidence the Board will make the final determination as to whether disciplinary action will be taken against the licensee.



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CONSUMER COMPLAINT

Request for Mediation

1) Complaint Against:

Licensee Name: _____

Address: _____

City: _____ State: _____ Zip: _____

2) Complaint From:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

3) Accusation:

Specifically describe events including names and dates as appropriate (attach additional sheets if necessary). You must include the reason this Board has jurisdiction over this complaint (see consumer complaint procedure section 1 for a list of items over which the Board has jurisdiction over)

What do you think should be done to resolve this complaint? _____

4) Signature:

Date: _____ Signature: _____

Please return this form to:

**Nevada LP-Gas Board
P.O. Box 338
Carson City, NV 89702
Fax: (775) 687-3956**

FOR OFFICE USE ONLY – DO NOT WRITE IN THIS SPACE

Date Resolved: _____

Case No: _____

Processed by: _____





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INFORMAL COMPLAINT

Request for Disciplinary Action

- This form is only to be submitted to the Board after a Consumer Complaint (Request for Mediation) has failed to resolve your complaint.
- This form must be notarized.

1) Mediation Information:

Mediation Requested: _____

Mediation Terminated: _____

Reason mediation failed to resolve your complaint *appropriate (attach additional sheets if necessary)*:

2) Complaint Against:

Licensee Name: _____

Address: _____

City: _____ State: _____ Zip: _____

3) Complaint From:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

4) Accusation:

Specifically describe events including names and dates as appropriate (attach additional sheets if necessary). You must include the reason this Board has jurisdiction over this complaint (see consumer complaint procedure section 1 for a list of items the Board has jurisdiction over)

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

What do you think should be done to resolve this complaint? _____

5) Signature:

I have read all questions, answers, and statements contained in the Informal Complaint form and know the contents thereof. I hereby certify under penalty of perjury the information provided on this document is true and correct to the best of my knowledge.

I give consent to the Board for the Regulation of Liquefied Petroleum Gas to send a copy of this form to the individual against whom this complaint is filed.

Date: _____ Signature: _____

	Subscribed and sworn to before me this _____ day of _____ Notary Public for the State of _____ My Commission Expires _____ _____ Signature of Notary Public
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****** THIS FORM MUST BE NOTARIZED ******

Please return this form to: Nevada LP-Gas Board
P.O. Box 338
Carson City, NV 89702

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Date Resolved: _____

Case No: _____

Processed by: _____

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